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Subject: Emergency Override Timeout/Abort

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Infrequently an Emergency Override (EO) session will go into initialization mode and properly transmit the tones, keep-alive, lead-in, interrupt messages, but will never move into live broadcast mode. In this case the ON AIR light on the ACP never illuminates and eventually the session aborts without the operator ever being able to broadcast the required EO message. Sometimes the ON AIR light will go on some time after the EO session has aborted. If this happens, do the EO session on your other ACP. We do not believe that this is happening with any regularity, but you should know what to do if it occurs. All other functions on the first ACP such as message recording, word pronunciation, etc. will still be operational, but EO will not function properly on that ACP.

Unless the problem described above is occurring at your site, please ignore the instructions given below. There may or not be a queue in your system depending on what is happening at any given time. In this case you do not want to try to delete the queue, and the system probably will not let you anyway.

The EO problem is usually caused because of a queue buildup that prevents the software from handling the EO request before the control interface software that is handling the EO menu times out. When it becomes convenient, please have the CRS focal point or other properly trained individual execute the following procedure to verify that there is an unwanted queue:

1. Click on Maintenance and select Unix Shell to get a UNIX command line prompt.
2. Type: QMDq -a; hit Enter.

This command will return any queues you might have in the system. If any are listed simply stop and restart CRS when it is convenient to do so and this will clear the queues. Alternatively, note the OFFSET numbers and Levels numbers and use the following procedure to purge the queue(s):

1. Type: etd; hit Enter.
2. This command will return a list from 0 - 14 of possible selections and will give you the following prompt: Enter menu selection:
3. Type: 8; hit Enter. This selects the Purge messages from queue option, and will give you the following prompt: Enter Queue id and level:
4. Type the OFFSET and LEVEL for the first queue listed from the QMDq -a command. Separate OFFSET and LEVEL by a space and then hit Enter.

5. The software will verify to you that queue has been deleted and will prompt you to Hit Return To Continue.

6. Hit Enter.

7. The software will give you the following prompt: Enter menu selection:

8. If more queues were listed from the QMDq -a command, repeat steps 3 through 7 until all queues are deleted. The software may not let you delete some queues - do not concern yourself with those, just move on to the next one.

9. Type: 0; hit Enter. This will exit the menu

10. Type: exit; hit Enter. This will close the Unix shell.

Again, please do not execute these procedures unless you are experiencing the EO problems described above.
